

# GENERAL REQUIREMENTS FOR PACKAGING AND LABELLING



of REINHOLD KELLER GmbH with head office in Kleinheubach

Date: 29.08.2024

**This regulation is part of the purchase conditions and therefore binding. The following regulation describes the minimum requirements for packaging. The packaging guideline is binding for all suppliers of REINHOLD KELLER GmbH and their affiliated companies. Deviations, changes and special regulations shall be validated and agreed in writing.**

**We reserve the right to place additional packaging requirements beyond this requirement.**

Please acknowledge receipt within one calendar week after reception and forward this regulation to your responsible department.

Please use page 16 as acknowledgement form.

## TABLE OF CONTENTS

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<b>1 GENERAL REQUIREMENTS</b>	<b>4</b>
1.1 General	4
1.2 Legal requirements	4
1.3 Environment	4
1.4 Security	4
1.5 Labelling	4
1.6 Transport damages	4
1.7 Changes/Deviations	5
<b>2 ENVIRONMENT</b>	<b>5</b>
2.1 Sustainability	5
2.2 Packaging materials	5
2.3 Wooden pallets/rates	5
2.4 Greenhouse gas	5
<b>3 DOCUMENTS, LABELLING AND CLASSIFICATION</b>	<b>6</b>
3.1 Delivery note/Packing list	6
3.2 Bill of lading/CMR	6
3.3 Packaging assignment/goods identification	6
3.4 Package labelling	6
3.5 Return note	7
3.6 Country of origin labelling	7
<b>4 CHARGE CARRIER</b>	<b>7</b>
4.1 Pallets	7
4.2 Wooden crates	7
4.3 Pallet cage	8
4.4 Long goods	8
4.5 Packages	8
4.6 Glass racks	8
<b>5 SPECIFIC PACKAGING INSTRUCTIONS</b>	<b>8</b>
5.1 Remarks/other	8
5.2 Wooden plates/Panel material	9
5.3 Stone/artificial stone/solid surface material	9
5.4 Upholstered furniture	9

## **TABLE OF CONTENTS**

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5.5 Tables/chairs	10
5.5.1 Fully assembled furniture	10
5.5.2 Chair frames/shells	10
5.6 Glass/acrylic glass	10
5.7 Metal construction parts	10
5.8 Special instructions for frames	11
5.9 Special information for articles which are ordered in pairs	11
5.10 Hazardous substances	11
<b>6 HOW YOU CAN FIND US</b>	<b>12</b>
6.1 Address/drive	12
6.2 Goods receiving hours	12
6.3 Remarks	12
<b>7 ATTACHMENTS</b>	<b>13</b>
7.1 Sample labelling	13
7.2 Packaging frames/Setup multi-level paletts	13
7.3 Packaging stone/artificial stone/solid surface material	14
7.4 Packaging upholstered furniture	14
7.5 Packaging in covering box	14
7.6 Packaging of panel material	15
<b>8 CONFIRMATION FOR RECEPTION THE PACKAGING INSTRUCTIONS</b>	<b>16</b>

## 1 GENERAL REQUIREMENTS

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### 1.1 General

There is a mutual interest, that the ordered material will be delivered undamaged. Unless otherwise agreed, the supplier bears the responsibility for the secure transport.

All expectable circumstances having an effect as for example handling due to reloading, weather conditions or loss of the content must be considered. These influences mustn't have any impact on the goods to be protected.

Transport damages or damages due to inadequate packaging must be borne by the supplier. This also has a negative effect on the supplier's evaluation.

### 1.2 Legal requirements

The supplier has to check all legal requirements independently and has to comply with them without assistance of the company REINHOLD KELLER GmbH or their subsidiaries.

In case of a direct shipment in a non-EU country the special legal requirements of the specific country must be respected additionally.

### 1.3 Environment

Environment and efficiency have priority. The packaging must meet the legal requirements and be recyclable.

Please see 2.0 – 2.5, as well as environmental guideless for suppliers.

### 1.4 Security

**There mustn't be a danger for packaging units (PU).**

- The generally palletized PU must be protected and able to be unloaded, loaded and transportable by material handling equipment.
- One PU must have a high own stability.
- Damaged, unsuitable as well as unstable load carrier mustn't be used.

### 1.5 Labelling

Each packaging unit must be labelled according to the requirements of REINHOLD KELLER GmbH.

The labelling has to be placed so that a fast classification is possible, see 3.0.

- Transport symbols as „Glass! Handle with care“, „Do not cut“, “Keep dry“, “Do not throw” etc. have to be placed.
- Labelling of the stand space with arrows or with print (“standing side”).
- Plastic film have to be labelled according to DIN EN ISO 1043-1:2012-03. Here only transparent foils may be used!

### 1.6 Transport damages

The packaging must provide sufficient protection against

- all strains during transport
- environmental influences
- multiple loading and unloading
- loss of the content.

In order to avoid transport damages by third parties, the packaging must be labelled clearly visible according to the requirements.

The packaging must be conform to the requirements of the respective shipping method.

## 1.7 Changes/Deviations

**Deviations** from item-specific packaging requests (see page 4.0 et seqq.) have to be agreed in writing in advance with REINHOLD KELLER GmbH. If this is not done, this will have a negative impact on the supplier evaluation.

**Suggestions for improvement** which have been validated by the company REINHOLD KELLER will have a positive effect on the supplier evaluation.

The REINHOLD KELLER GmbH reserves the right to agree in individual cases item-specific packaging regulations with the supplier.

## 2 ENVIRONMENT

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### 2.1 Sustainability

All used packaging materials have to comply the current national and international legal requirements.

**Basically the following applies:** as much as necessary and as little as possible.

### 2.2 Packaging materials

Generally only recyclable (“green”) materials may be used. Exceptions are possible in agreement with REINHOLD KELLER GmbH.

- **Wood packaging material** has to comply the national and international guidelines for import and export.
- **Polystyrene** may only be used for molded parts or for usage of stone/ artificial stone/ solid surface material – polystyrene-chips are not allowed.
- The **packaging** shall be reusable.
- As **filling material** only corrugated board, cardboard, paper, foil air cushion or foamed PE may be used.
- In **paper and corrugated board** no substances which are hazardous for paper production may be used.

**ATTENTION!** Packaging materials may not leave any traces or reductions on the surface! If non-recyclable products will be used, the disposal fees will be charged and this will influence the supplier evaluation.

### 2.3 Wooden pallets/rates

Wooden pallets and crates must also comply the valid national and international import requirements for packaging material in solid wood.

The pallets and crates must be labelled accordingly. **Compliance with the ISPM No. 15 standard is particularly noteworthy.**

The used wood shall be from sustainably managed sources.

### 2.4 Greenhouse gas

No substances which contain greenhouse gases may be used or delivered (substances which contain FCKW).

## 3 DOCUMENTS, LABELLING AND CLASSIFICATION

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### 3.1 Delivery note/Packing list

Basically the following applies: **per order a separate delivery note!**

The delivery notes must generally be in German and paper size DIN A4. For deliveries from non-German-speaking countries, they may be in English language. In this case, the article description as mentioned in the order shall be indicated in German language. Delivery notes having several pages shall be classifiable on each page and shall have a continuing page number.

**Delivery notes** shall include the following information:

- Recipient and sender
- Date of dispatch and delivery date
- Packing list
- Order number from REINHOLD KELLER GmbH or its subsidiary
- the total number of loading aids (packages/pallets)

The **packing list** on the delivery note must contain the following information

- the respective quantity on the loading aid
- the unit of the article (piece/pair/m<sup>2</sup>/rm, etc.)
- the article description
- the project number and description
- the weight

**In addition we require a consecutive numbering (1 of X, 2 of X) on the packing list of the delivery notes of the respective articles so that you can see immediately on which pallet you can find which goods.**

### 3.2 Bill of lading/CMR

A transport order must be made for all parcels. It shall include the following information:

- Sender (supplier) with address and telephone number
- Address of the company from the REINHOLD KELLER Group to be delivered (for example REINHOLD KELLER GmbH)
- Order number of REINHOLD KELLER GmbH
- Total weight of the delivery
- Quantity of the packages (with consecutive numbering)
- Date of delivery or dispatch of the consignment

### 3.3 Packaging assignment/goods identification

The goods must be delivered generally **single-origin** on a charge carrier

Exception:

If because of economic or ecological reasons a charge carrier contains different positions, they must be delivered in a package which is **easily separable and packed separately**. The goods must also be **easily countable** (per layer/ bundle the same quantity).

Pairs and sets must be packed together.

### 3.4 Package labelling

The packaging/ goods must have a clear, easy visible mark. This mark must be fixed each on a single-origin charge carrier on the front side and one the long side.

A **handwritten** labelling directly on the packaging or pallett **mustn't** be used. We prefer a label on the packaging with a minimum quantity of 10 x 6 cm. These dimensions may only be below this limit in exceptional cases for technical reasons.

For mixed deliveries each package/ bundle or article has to be marked individually.

This labelling may not influence the article and must be easily removable (use for example additional protection).

This labelling must contain the following information:  
(which are identical with the corresponding order)

- Projectnumber and -designation
- Order number
- Article number and article description
- Quantity (in the packaging unit)
- Package
- Supplier's labelling (will be provided)

Deliveries which consist of several load carriers must be labelled appropriately. 1 of X, 2 of X,...

See 7.1

### 3.5 Return note

In case of a delivery's return, a return note has to be filled in and to be presented to the receiving department. In case of a complaint a separate return note from REINHOLD KELLER will be used. It has to be signed by the collector during pick-up.

### 3.6 Country of origin labelling

In case there is a request from the company REINHOLD KELLER or their affiliates, you will get a note with the order to send a supplier declaration (for goods with EU origin) or a certificate of origin (for goods from third countries) in advance per e-mail to our customs department including the order and project number:

[zollabteilung@reinhold-keller.de](mailto:zollabteilung@reinhold-keller.de)

If required a supplier's declaration or certificate of origin for an order can also be requested later.

The original must be sent by mail to the following address:

REINHOLD KELLER GmbH, Zollabteilung, Gutenbergstraße 4, DE-63924 Kleinheubach.

**In case of non-compliance the incoming goods are incomplete and the payment will be delayed.**

## 4 CHARGE CARRIER

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### 4.1 Pallets

Pallets must be generally in a good condition. There mustn't be any breaks, cracks, protruding nails or missing blocks. Pallets shall be accessible with a pallet loader on the front side and on the long side (see euro pallet).

In case that the packaged goods stick out of the pallet a protective plate must be used. The overhang of the goods must be minimum 50 mm.

**ATTENTION!** There mustn't be any pallet frames.

### 4.2 Wooden crates

Wooden crates must have a stable construction method and a secure stand. Screws, nails or similar mustn't overhang.

Crates must be stackable and accessible with a pallet loader on the front side and on the long side (see euro pallet).

**ATTENTION!** A maximum weight of 1000 kg per crate mustn't be exceeded.

### 4.3 Pallet cage

Euro pallet cages shall only be used if they are mandatory due to the goods to be transported or in case that an agreement with REINHOLD KELLER or its subsidiary has been made.

The pallet cages must be delivered in a perfect technical condition. For the following damages an exchangeability isn't possible:

- Deformation of the constructive elements
- Functional loss of the front flaps
- Protruding railings
- Distorted frame (risk of tipping)
- Parts rusted through

### 4.4 Long goods

The delivery must be a bundle. Square timbers shall be used for the coating, there shall be a wavy cardboard or edge protection below and they shall be fixed with strapping band.

A delivery in crates is excluded.

**ATTENTION!** Maximum length of the bundle is 6000 mm.

### 4.5 Packages

Packages with a weight of more than 3 kg incl. content should consist at least of a 2 layer corrugated board (2.20 according to DIN 55468).

If 1 layer packages (1.20, according to DIN 55468) will be used, it must be ensured that the good which will be transported is suited.

The interior protection has to be chosen so that the content can't break through the packaging.

### 4.6 Glass racks

Glass racks must be in a technical faultless manner.

There mustn't be any cracks, spoiled frame parts, damages to the rubber pads or other safety-relevant damages.

It must also be ensured that the fastening elements are available and ready for use.

## 5 SPECIFIC PACKAGING INSTRUCTIONS

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### 5.1 Remarks/other

The following packaging instructions are based on our experiences in cooperation with our suppliers and offer the best possible protection for the goods at our discretion and according to our experiences.

We expect from our suppliers a fair cooperation an open and fast communication and a high level of individual responsibility also in relation to the packaging quality.

Some of the packaging regulations have been adapted to our storage system (for example table frames) and have to be respected mandatory.

Suggestions for improvement have to be agreed with us in advance.

We reserve the right to adapt our packaging guidelines continuously to the requirements.



## 5.2 Wooden plates/Panel material

### **Important:**

Due to our production plant with fully automatic panel storage, the following criteria must be observed on delivery, otherwise the goods can not be stored and will be rejected.

The total height (collar height) of the goods including protective boards (without support timbers) must not exceed 500 mm (+ 10% tolerance). If the maximum height is exceeded, the goods can not be stored!

Please note that no pallets may be used. Only support timbers that are banded with the goods may be used (for examples, see appendices, 7.6).

All board materials must be banded separately according to their thickness and each must be provided with a protective plate under the banded package. In addition, the packages must be covered with protective material (protective paper, corrugated cardboard or protective board) on the top. In case of mixed deliveries (different materials and material thicknesses), thinner materials should always lie on top and be bundled separately.

Edge protection must be provided on all sides/corners.

The individual items must be clearly labeled with quantity, item number and delivery note position.

Between the individual panels:

- No cardboard strips or other materials may be used to separate the panels from each other (otherwise the panels cannot be stored using the vacuum traverse).
- There must be no foreign objects (e.g. stones) between the panels to prevent the surfaces from getting scratched.

### **Requirements for protective boards:**

- Material: coated chipboard (if board thickness > 28 mm, raw chipboard is also possible; boards must be non absorbent, otherwise it might cause problems with vacuum traverse)
- Minimum thickness > 10 mm
- Not connected (glued, screwed, etc.) with supports/stacking timbers

## 5.3 Stone/artificial stone/solid surface material

A highly stable packaging must be used so that the goods won't get damaged.

In an ideal case a frame construction made of wood shall be used, which is stretched in transparent foil at the front side and longitudinal side to protect against weather conditions. As internal protection and in order to fix the parts, suitable materials must be used which don't influence the material surface.

If required also polystyrene cuts may be used if an economical use is granted.

The packaging must be accessible at the front and longitudinal side by a lifting truck and ensure a high stability.

Corresponding instructions generally have to be mounted at the front, longitudinal side and cover side.

See 7.3

## 5.4 Upholstered furniture

Upholstered furniture and parts must be delivered palletized. Between pallets and cushion there must be a full protection (for example chipboard/ fiberboard or 2 layer corrugated board. The cushions/-parts must be covered in PE foil (only transparent foil, material thickness minimum 0,12 mm) and closed with adhesive tape (material polyethylene resp. polypropylene). A good adhesion due to an appropriate adhesive tape length has to be granted.

As edge protection a full surface, 2 layer corrugated board must be used. Armchairs, sofas and their single elements must be completely protected on all corners and edges with upholstery material.

Deinstalled feet must be packed in appropriate packaging materials and must be fixed. For the use of upholstery for compensation and protective foils, wrinkling and pressure points must be excluded.

The packaging must be accessible at the front and longitudinal side by a lifting truck.

## 5.5 Tables/chairs

### 5.5.1 Fully assembled furniture

**Tables** must be delivered palletized. The table panels may not exceed the transport packaging. If this is not possible due to the dimensions, equivalent protective measures for example edge protection profiles must be used. If different tables are stacked inside, appropriate layers are necessary in order to avoid a possible damage (see 7.5).

**Chairs** must be delivered individually or stacked on top of each other in 2-wall outer cartons (folding or slip lid) and banded on a pallet. A full protection on the ground is necessary to avoid that the chair legs break through the packaging. Between the single chairs stacked in the packaging, layers must be used (for example corrugated paper cuts combined with foamed PE foil).

**Weather resistant tables or chairs** and their equipment must be provided with weather and uv-resistant protective materials. These must be recyclable ("green") and if possible reusable. Please note that adhesive tape mustn't be stuck on the goods.

The packaging must be accessible at the front and longitudinal side by a lifting truck.

### 5.5.2 Chair frames/shells

Chair frames and chair shells must also be delivered in packages made of 2 layer corrugated board and palletized.

**Frames** must be protected against scratches for example by fixing with straps. Furthermore they have to be protected separately like the chair legs mentioned above.

**Chair frames** must be protected with bags made of foamed PE foil and placed together in the covering box without further layers in between.

The packaging must be accessible at the front and longitudinal side by a lifting truck.

## 5.6 Glass/acrylic glass

Glass must be delivered upright on glass racks. If necessary synthetic corners must be used as edge protection (alternatively solid board or corrugated board in appropriate thickness or appropriate foam).

Cork spacers between the single panels must be used in sufficient number. These must easily removable without residuals and mustn't be stuck on the graphics.

For deliveries of several commissions they must be marked separately (see 1.5 and 3.4).

For the use of glass labels only labels which can be removed **easily and without residuals** may be used.

## 5.7 Metal construction parts

The packaging for metals and metal construction parts must always avoid all kind of damages even if it's apparently about raw material.

The goods must always be separated by layers in between and mustn't be exposed to the weather in no case. The protective packaging must be adapted to the surface quality in order to ensure that the surface quality won't be affected (for example prints per protective foils, friction per corrugated board, etc.).

The following applies for sheets/ metal sheets: for delivery on one-way-pallets the maximum weight of 2, 5 tons per pallet must be followed. The dimensions will be according to the specification of the order, otherwise small format (1000 x 2000 mm) and medium format (1250 x 2500 mm). The upper sheet will be covered by a complete cardboard.

## 5.8 Special instructions for frames

Tables, frames for stools and bar stools must be appropriate to our storage system (max. pallet height 1670 mm) and delivered specially packaged. The package design and the fixation must be as follows:

- On the pallet a chipboard with a thickness of 25 mm will be fixed with countersunk screws.
- The chipboards which will be used must show the pallet dimensions
- The frames will be screwed with countersunk screws (torx-entry) side by side, with sufficient distance and without overhang above the pallet.
- Please note that the following must be observed
  - a) the screw's length used must be sufficient
  - b) the screws may not have any milling heads
  - c) the bigger, thinner panel must always be fixed on the ground
  - d) Frames with a base plate bigger than the thinner head plate (for example bar stools) must always be fixed with the base plate on the ground.
- The second layer (only if the total height allows this) shall be also done according to this principle. The lower frames must in general be fixed with the above mentioned screws on the underside of the applied panel.

**ATTENTION!** In case of pallets with several levels or pallets with large frames a further chipboard must be fixed in order to guarantee enough stability. This prevents that the frames in the upper area swing back and forth during transport and will be damaged. Additional securing with straps is strongly recommended.

See 7.2

## 5.9 Special information for articles which are ordered in pairs

Articles which are ordered in pairs must be fixed to one another and delivered protected from each other. Here folding boxes made of 2-3 layer corrugated board in pallet sized must be used.

The articles must be inserted in the packaging so that they can be taken out in pairs.

Please take care that the total height of the pallet doesn't **exceed 1670 mm**.

## 5.10 Hazardous substances

The packaging, marking and classification of hazardous substances like for example varnish, spray cans, spray glue must correspond to the relevant guidelines (European convention to the international transport of hazardous goods on the street [ADR]).

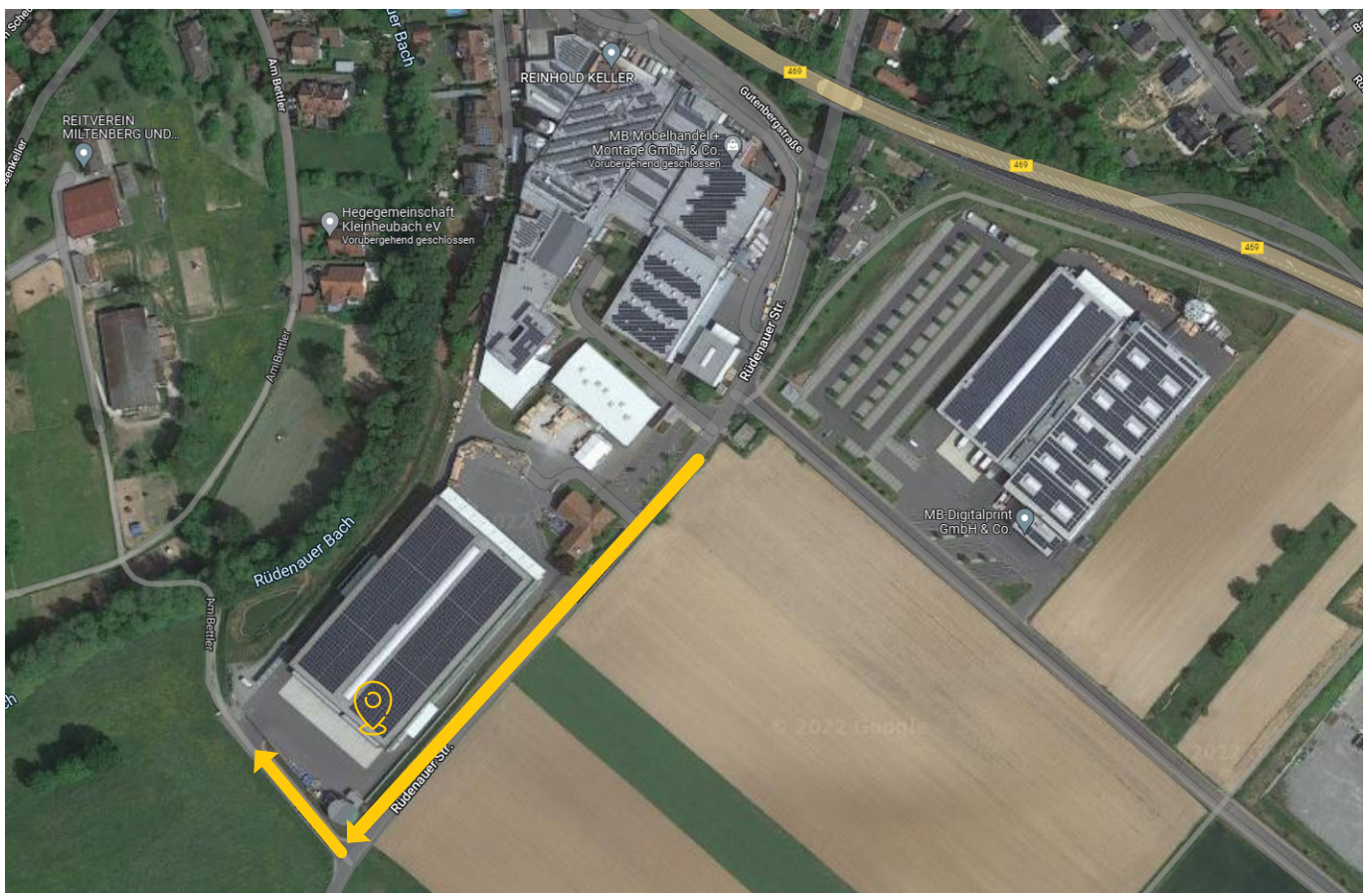
## 6 HOW YOU CAN FIND US

### 6.1 Address/drive

**DELIVERY ADDRESS**  
REINHOLD KELLER GmbH

**Registration**

Rüdenauer Str. 24  
DE-63924 Kleinheubach



Source: Google Maps

**Note:**

Registration at the office

### 6.2 Goods receiving hours

Mo-Thu: 7:00 – 12:00 a.m. / 12:45 – 15:30 p.m.  
Fr: 7:00 a.m. – 14:00 p.m.

**Or with special agreement with the warehouse management.**

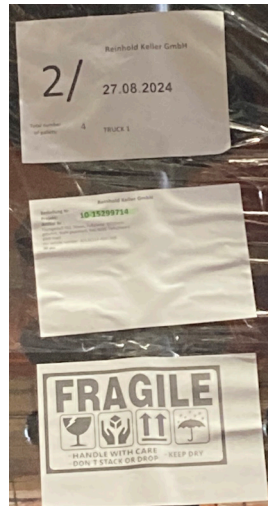
### 6.3 Remarks

All trucks arriving must stop at the marked parking and register in the warehouse ("S") and logistic office.

It is forbidden to enter the company's premises without permission.

## 7 ATTACHMENTS

### 7.1 Sample labelling



Project no. (must always be stated):	12-345678-91
- List number (specify if available)	
Order no.	12345....
Article number	67891....
Article description	„.....“
Quantity in packaging unit	„X – Stück“
Packaging item	„1“ von „Z“
Supplier's labelling	„number code“ (will be provided)

### 7.2 Packaging frames/Setup multi-level paletts



- Over panel on the first layer
- Chipboard between the single layers
- Max. Height of packaging unit: 1.670 mm

### 7.3 Packaging stone/artificial stone/solid surface material



- Wooden frame construction
- Protected with foil against weather conditions

### 7.4 Packaging upholstered furniture



- Covered with foil
- Edge protection over the total height
- Protect overhang circumferential with corrugated board!



### 7.5 Packaging in covering box



- Completely covered with foil
- Chipboard between covering boxes

## 7.6 Packaging of panel material



- A total weight (collar depth) of the goods incl. protective panels may not exceed 500 mm (+ 10% tolerance)



- Here, only **banded support timbers** with the total goods may be used.

## 8 CONFIRMATION FOR RECEPTION THE PACKAGING INSTRUCTIONS

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We hereby acknowledge receipt of the packaging instructions.

Supplier

Place, date

Signature supplier

Please send this confirmation as a PDF file by mail to [auftragsbestaetigung@reinhold-keller.de](mailto:auftragsbestaetigung@reinhold-keller.de)